

**COMMISSIONERS**  
BOB STUMP – Chairman  
GARY PIERCE  
BRENDA BURNS  
BOB BURNS  
SUSAN BITTER SMITH



0000155288

**ARIZONA CORPORATION COMMISSION**

To: Docket Control

**ORIGINAL**

RE: EPCOR      Docket # W-01303A-09-0343 and SW-01303A-09-0343

Please docket the attached 12 customer comments regarding the above filed case.

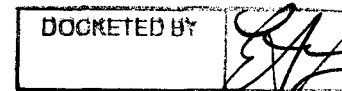
Customer comments can be reviewed in E-docket under the above docket number.

Filed by: Utilities Division – Consumer Services

Arizona Corporation Commission

**DOCKETED**

AUG 11 2014



ARIZONA CORPORATION COMMISSION  
DOCKET CONTROL

2014 AUG 11 P 4:06

RECEIVED

**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

Investigator: Deb Reagan

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 117519

Date: 8/8/2014

Complaint Description: 08Q EPCOR  
N/A Not Applicable

First:

Last:

Complaint By: Ernesto

Fernandez

Account Name: Ernesto Fernandez

Home:

Street:

Work:

City: Buckeye

CBR:

State: AZ Zip: 85396

is:

Utility Company: EPCOR Sewer \*AAWC

Division:

Contact Name: Karl Wilkins

Contact Phone:

Nature of Complaint:

\*\*\*\*\* SW-01303A-09-0343 \*\*\*\*\*

Customer sent the following -

I want to share my support on the re-opening of the Epcor Water Arizona Inc. wastewater rate case to consider whether and how to provide Agua Fria Wastewater District residents with rate relief. I do not agree and support the reasons why our rate should be any different than other areas. I strongly support a fare flat rate for all communities and hope you will support it too.

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

Comments noted for the record and filed with Docket Control.

\*End of Comments\*

Date Completed: 8/11/2014

Opinion No. 2014 - 117519

**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

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Investigator: Deb Reagan

Phone:

Fax: (

Priority: Respond Within Five Days

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Opinion No. 2014 - 117517

Date: 8/8/2014

Complaint Description: 08Q EPCOR  
N/A Not Applicable

First:

Last:

Complaint By: James

Martin

Account Name: James Martin

Home:

Street:

Work:

City: Buckeye

CBR:

State: AZ Zip: 85396

is:

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Utility Company. EPCOR Sewer \*AAWC

Division:

Contact Name: Karl Wilkins

Contact Phone:

Nature of Complaint:

\*\*\*\*\* SW-01303A-09-0343 \*\*\*\*\*

Customer sent the following -

In order to provide some relief to current water and sewer base rates to the Agua Fria District (Verrado Community), please consider consolidation of districts with a single rate structure. These rates should of never been allow to be put in place to begin with,and are not the norm for other districts throughout Arizona.  
\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

Comments noted for the record and filed with Docket Control.  
\*End of Comments\*

Date Completed: 8/11/2014

Opinion No. 2014 - 117517

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**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

Investigator: Deb Reagan

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 117516

Date: 8/8/2014

Complaint Description: 08Q EPCOR  
N/A Not Applicable

First:

Last:

Complaint By: Samuel

Randall

Account Name: Samuel Randall

Home:

Street:

Work:

City: Buckeye

CBR:

State: AZ Zip: 85396

is:

Utility Company: EPCOR Sewer \*AAWC

Division:

Contact Name: Karl Wilkins

Contact Phone:

Nature of Complaint:

\*\*\*\*\* SW-01303A-09-0343 \*\*\*\*\*

Customer sent the following -

Comments: My and my neighbor's water bills have gotten out of control ever since the Commission's ill-fated decision to de-consolidate the Anthem/Agua Fria Wastewater District into two districts. I urge the Commission to reconsider this decision and support Epcor's recommendation to the Commission to move to a consolidated district with a single rate structure. Thank you,  
\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

Comments noted for the record and filed with Docket Control.  
\*End of Comments\*

Date Completed: 8/11/2014

Opinion No. 2014 - 117516

# ARIZONA CORPORATION COMMISSION

## UTILITY COMPLAINT FORM

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Investigator: Deb Reagan

Phone:

Fax:

Priority: Respond Within Five Days

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Opinion      No. 2014 - 117515

Date: 8/8/2014

Complaint Description:      08Q EPCOR  
N/A Not Applicable

Complaint By:      First:      Last:  
Todd      Leonard

Account Name: Todd Leonard

Home:

Street:

Work:

City: Buckeye

CBR:

State: AZ      Zip: 85396

is:

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Utility Company. EPCOR Sewer \*AAWC

Division:

Contact Name: Karl Wilkins

Contact Phone:

Nature of Complaint:

\*\*\*\*\* SW-01303A-09-0343 \*\*\*\*\*

Customer sent the following -

I am for consolidation.

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

Comments noted for the record and filed with Docket Control.

\*End of Comments\*

Date Completed: 8/11/2014

Opinion No. 2014 - 117515

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**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

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Investigator: Deb Reagan

Phone:

Fax:

Priority: Respond Within Five Days

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Opinion      No. 2014 - 117514

Date: 8/8/2014

Complaint Description:      08Q EPCOR  
   N/A Not Applicable

Complaint By:      First:      Last:  
                                 **Esme**      **Johnson**

Account Name:      Esme Johnson

Home:

Street:

Work:

City:      Buckeye

CBR:

State:      AZ      Zip: 85396

is:

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Utility Company:      EPCOR Sewer \*AAWC

Division:

Contact Name:      Karl Wilkins

Contact Phone:

Nature of Complaint:

\*\*\*\*\* SW-01303A-09-0343 \*\*\*\*\*

Customer sent the following -

My preference would be to deconsolidate Verrado with Epcor altogether. While I understand the options before me, I don't trust Epcor to treat any of their customers with fairness. The most glaring and obvious concern, is that Epcor is attempting to force a vote without giving us any indication of what the rates would actually on each of their plans. They talk about consolidation, hint at rate relief but give no concrete evidence that this will actually happen. In addition, it seems as though Epcor is merely using this as a smoke screen to appease customers, but then institute rate hikes to recoup any potential losses. My ultimate goal would be to have Verrado move to city water, just like the majority of the county. Epcor preys on areas they believe to be higher income, a prejudice that hurts all those that live in Verrado. Income or perceived income is not an excuse for price gouging.

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

Comments noted for the record and filed with Docket Control.

\*End of Comments\*

Date Completed: 8/11/2014

Opinion No.      2014 - 117514

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**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

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Investigator: Deb Reagan

Phone:

Fax:

Priority: Respond Within Five Days

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Opinion No. 2014 - 117513

Date: 8/8/2014

Complaint Description: 08Q EPCOR  
N/A Not Applicable

First:

Last:

Complaint By: Bertha

Latwin

Account Name: Bertha Latwin

Home:

Street:

Work:

City: Buckeye

CBR:

State: AZ Zip: 85396

is:

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Utility Company. EPCOR Sewer \*AAWC

Division:

Contact Name: Karl Wilkins

Contact Phone:

Nature of Complaint:

\*\*\*\*\* SW-01303A-09-0343 \*\*\*\*\*

Customer sent the following -

Comments: My wastewater has tripled in the last 5 years. It has surpassed my electricity bill. I never thought I would live to see the day where a basic necessity like water was going to cost me 370.00 a month! I can no longer afford my water which my family cannot live without. It is now such a huge burden that I am contemplating selling my home because I will not be able to afford water anymore. SHAME ON YOU EPCOR!!

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

Comments noted for the record and filed with Docket Control.

\*End of Comments\*

Date Completed: 8/11/2014

Opinion No. 2014 - 117513

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**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

Investigator: Deb Reagan

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 117512

Date: 8/8/2014

Complaint Description: 08Q EPCOR  
N/A Not Applicable

Complaint By: First: Beth Last: Davis

Account Name: Beth Davis

Home:

Street:

Work:

City: Buckeye

CBR:

State: AZ Zip: 85396

is:

Utility Company: EPCOR Sewer \*AAWC

Division:

Contact Name: Karl Wilkins

Contact Phone:

Nature of Complaint:

\*\*\*\*\* SW-01303A-09-0343 \*\*\*\*\*

Customer sent the following -

As a home owner in Verrado we feel our waste water and house water prices are much too expensive. For two senior citizens with no children we believe we should see some relief from such high prices. We are not there for several months at a time and our only water use is for light sprinkling to keep our trees alive still we pay such over the top fees. We see that utility companies give free trees for folks to plant for shade but how do you afford the water to keep them alive? We know folks who leave Verrado due to the exorbitant fees for water and sewer. How sad. Please provide us with relief from these fees. The city continues to allow more building and the new 55 community so there must be enough water and treatment????? Beth and Dan Davis

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

Comments noted for the record and filed with Docket Control.

\*End of Comments\*

Date Completed: 8/11/2014

Opinion No. 2014 - 117512



**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

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Investigator: Deb Reagan

Phone:

Fax:

Priority: Respond Within Five Days

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Opinion No. 2014 - 117511

Date: 8/8/2014

Complaint Description: 08Q EPCOR  
N/A Not Applicable

First:

Last:

Complaint By: Melissa

Rodriguez

Account Name: Melissa Rodriguez

Home:

Street:

Work:

City: Buckeye

CBR:

State: AZ Zip: 85396

is:

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Utility Company. EPCOR Sewer \*AAWC

Division:

Contact Name: Karl Wilkins

Contact Phone:

Nature of Complaint:

\*\*\*\*\* SW-01303A-09-0343 \*\*\*\*\*

Customer sent the following -

I AM IN FAVOR OF CONSOLIDATION.

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

Comments noted for the record and filed with Docket Control.

\*End of Comments\*

Date Completed: 8/11/2014

Opinion No. 2014 - 117511

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**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

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**Investigator:** Deb Reagan

**Phone:**

**Fax:**

**Priority:** Respond Within Five Days

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**Opinion**      **No.** 2014 - 117511

**Date:** 8/8/2014

**Complaint Description:**      08Q EPCOR  
   N/A Not Applicable

**First:**

**Last:**

**Complaint By:**      **Melissa**

**Rodriguez**

**Account Name:**      Melissa Rodriguez

**Home:**

**Street:**

**Work:**

**City:**      Buckeye

**CBR:**

**State:**      AZ      Zip: 85396

**is:**

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**Utility Company.**      EPCOR Sewer \*AAWC

**Division:**

**Contact Name:**      Karl Wilkins

**Contact Phone:**

**Nature of Complaint:**

\*\*\*\*\* SW-01303A-09-0343 \*\*\*\*\*

Customer sent the following -

I AM IN FAVOR OF CONSOLIDATION.

\*End of Complaint\*

**Utilities' Response:**

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**Investigator's Comments and Disposition:**

Comments noted for the record and filed with Docket Control.

\*End of Comments\*

**Date Completed:** 8/11/2014

**Opinion No.**      2014 - 117511

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# ARIZONA CORPORATION COMMISSION

## UTILITY COMPLAINT FORM

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Investigator: Deb Reagan

Phone:

Fax:

Priority: Respond Within Five Days

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Opinion No. 2014 - 117510

Date: 8/8/2014

Complaint Description: 08Q EPCOR  
N/A Not Applicable

First:

Last:

Complaint By: Elide

Lopez Stults

Account Name: Elide Lopez Stults

Home:

Street:

Work:

City: Buckeye

CBR:

State: AZ Zip: 85396

is:

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Utility Company: EPCOR Sewer \*AAWC

Division:

Contact Name: Karl Wilkins

Contact Phone:

Nature of Complaint:

\*\*\*\*\* SW-01303A-09-0343 \*\*\*\*\*

Customer sent the following -

I would like a consolidated district with single rate to be considered for the Verrado community.

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

Comments noted for the record and filed with Docket Control.

\*End of Comments\*

Date Completed: 8/11/2014

Opinion No. 2014 - 117510

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**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

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Investigator: Deb Reagan

Phone:

Fax:

Priority: Respond Within Five Days

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Opinion      No. 2014 - 117508

Date: 8/8/2014

Complaint Description:      08Q EPCOR  
   N/A Not Applicable

First:

Last:

Complaint By:      **Bruce and Claudia      Schell**

Account Name:      Bruce and Claudia Schell

Home:

Street:

Work:

City:      Buckeye

CBR:

State:      AZ      Zip: 85396

is:

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Utility Company.      **EPCOR Sewer \*AAWC**

Division:

Contact Name:      Karl Wilkins

Contact Phone:

Nature of Complaint:

\*\*\*\*\* SW-01303A-09-0343 \*\*\*\*\*

Customer sent the following -

Verrado in Buckeye Water Bill is in excess of \$397.00 monthly and is not consistent with like communities only 8 miles away. We are carrying a burden which is creating a financial hardship and impacting property values... Please support a uniform rate structure which is the practice in other communities and is recommended by the water provide Epcor...thanks

WE WANT A SINGLE RATE STRUCTURE. THERE ARE TWO OF US AND OUR BILL IS 399.00 A MONTH . WE ARE REQUESTING CONSOLIDATION TO HAVE A MORE APPROPRIATE COST.

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

Comments noted for the record and filed with Docket Control.

\*End of Comments\*

Date Completed: 8/11/2014

Opinion No.      2014 - 117508

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**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

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Investigator: Deb Reagan

Phone:

Fax:

Priority: Respond Within Five Days

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Opinion      No. 2014 - 117509

Date: 8/8/2014

Complaint Description:      08Q EPCOR  
   N/A Not Applicable

First:

Last:

Complaint By:      Patricia

Launi

Account Name:      Patricia Launi

Home:

Street:

Work:

City:      Buckeye

CBR: 707 498 6207

State:      AZ      Zip: 85396

is: Cellular

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Utility Company.      EPCOR Sewer \*AAWC

Division:

Contact Name:      Karl Wilkins

Contact Phone:

Nature of Complaint:

\*\*\*\*\* SW-01303A-09-0343 \*\*\*\*\*

Customer sent the following -

The wastewater rates being charged by Epcor are way out of line in comparison to other cities in the valley. I am unfortunate homeowner in that I have a 1"meter as compared to others in my community who have a 3/4"meter. I pay about two and a half times the rate as anybody else. In buying a home, I as a consumer make choices about what type of home I buy. If I buy a home with four air conditioners I KNOW I will pay more for my AC. If I buy a home with one air conditioner I KNOW I will pay less for my AC. I have the knowledge to make a decision. However, it was NEVER disclosed to me that I had a 1"meter and would be paying tow and a half times more for my wastewater. This is something I had no knowledge of until the huge rate increased happened. I DID NOT make this choice. My husband and I are retired and on a fixed income. This has become a huge lifestyle issue for us. I no longer have my beautiful flowers that I enjoy on my patio. I HAVE TO keep my lawn and outdoor plantings green or I will then get a fine from my association. I do not waste water so please do not tell me this is a conservation matter. It does not mater the diameter of the meter as to how water is delivered (no more, no less). It is simple math and physics! Please see what you can do to make things more equitable. I am being penalized for something I had no knowledge of or control over.

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

Comments noted for the record and filed with Docket Control.

INQUIRY ALSO SENT TO EPCOR.

\*End of Comments\*

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

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Date Completed: 8/11/2014

Opinion No. 2014 - 117509

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